



COUNTY OF LOS ANGELES
Internal Services Department

1100 North Eastern Avenue
Los Angeles, California 90063



Tom Tindall
Director

To enrich lives through effective and caring service.

Telephone: (562) 940-2901
FAX: (562) 803-0724

December 28, 2009

To: Each Supervisor

From: Tom Tindall *Tam Tindall*
Director

Subject: **STATUS REPORT ON TRANSFERRING DEPARTMENT OF CHILDREN
AND FAMILY SERVICES INFORMATION TECHNOLOGY FUNCTIONS
TO ISD**

On October 29, 2009, we advised your Board that the County had received federal conditional approval to transfer the management of the Department of Children and Family Services (DCFS) information technology (IT) infrastructure to the Internal Services Department (ISD). Conditional approval allows the County to proceed with the project while we respond to federal questions.

The federal review of the County's responses is now underway, and is expected to conclude in January 2010. Following this review, we hope to gain final federal approval.

This important project will significantly improve DCFS' IT infrastructure, and provide DCFS management with a greater ability to focus on its core mission. The remainder of this memo describes the current status of transition activities.

DCFS TRANSITION ACTIVITIES

ISD has initiated activities to migrate DCFS e-mail services, electronic data storage, and servers to ISD's shared services environment. The following action steps have begun, with target completion dates identified after each:

Task	Status
Procure new desktops. Target completion: January 2010	<ul style="list-style-type: none">• All locations have been inventoried.• Final list of equipment is being established for January procurement.
Migrate Windows servers to ISD. Target Completion: March 2010	<ul style="list-style-type: none">• DCFS Intranet site LAKids has been migrated to the ISD Data Center.• Additional 30 servers have been identified for migration (in progress)
Procure servers and related equipment. Target Completion: April 2010	<ul style="list-style-type: none">• Initial procurement to commence in January 2010 with completion anticipated in the target month of April.

Task	Status
Migrate desktops and email servers. Target Completion: July 2010	<ul style="list-style-type: none">• Assessment of DCFS email systems complete.• New email systems build at ISD to be completed at end of January.
Migrate Oracle databases to ISD servers. Target Completion: August 2010	<ul style="list-style-type: none">• Pending server procurement and completion of Statement of Work with Oracle
Upgrade Local and Wide Area Network equipment. Target Completion: December 2010	<ul style="list-style-type: none">• All existing LAN sites are under ISD management.• 10 out of 12 WAN upgrades complete.• All locations have been inventoried. Requirements to bid out equipment ready in February 2010.

The transition plan also includes the following administrative actions:

- ISD has obtained short-term contractor technical resources to ensure DCFS IT functions are transferred with minimal impact to DCFS business operations. On October 27, 2009, we notified your Board of our intent to contract with Corplnfo Services to assist with desktop migration activities. Since then, the contractor has started work to establish the project plan timeline for migrating email and computer files from DCFS servers to ISD servers.
- CEO Employee Relations has informed Local 721 of the County's intent to move forward with transition activities. DCFS, ISD, and CEO Employee Relations are scheduled to meet on January 12, 2010, with Local 721 to discuss transition activities.
- DCFS IT employees will transfer to ISD on a phased basis. Initially, we informed your Board that most transfers were expected by January 2010. The timeline has been extended as we attempt to better align the staff transfers with technical migrations to ensure staff support for both old and new infrastructure. Also, final federal approval should be received prior to staff transfer.
- ISD will purchase required computer equipment on a priority basis, and work with the CEO to secure approval for required Fixed Assets-Equipment.

Each Supervisor
December 28, 2009
Page 3

After the transition is complete, ISD will be responsible for DCFS IT infrastructure. This will allow the remaining DCFS IT staff to focus on programming for critical DCFS business applications. During this transition period, ISD and DCFS management will continue to closely coordinate both the transition project and daily IT operations.

ISD will update your Board if there are any significant changes to the transition plan. If you have any questions, please contact me at 323-267-2101, or Dave Chittenden at 562-940-2901.

TT:JJ:DC:dw

c: ISD Board Deputies
Chief Executive Officer
Executive Officer, Board of Supervisors
Trish Ploehn, DCFS Director